

ADDENDUM NO. I

RFP NO: R0069655

DATE OF RFP OPENING: January 29, 2004

TIME: 4:00 PM

DEPARTMENT: Information Services

COMMODITY: Desktop Computers, Servers, Laptops & Related Peripherals

Questions And Answers

The City of Chattanooga reserves the right to purchase Peripherals outside of this requirement.

PLEASE NOTE: Throughout the following questions, there were several referencing volumes of purchases. As stated in Item 2, page 8, of General Requirements, purchase quantities will be determined on as needed basis. They will vary from month to month and year to year. The City cannot guarantee the purchase of any specific volume of hardware during a contract year period.

Question: "Vendor must enclose, with this response, a current published catalog/web price list of microcomputers, servers, laptops and peripheral components." We sell thousands of technology solutions, including standard and custom configured desktops, laptops and servers, as well as thousands of peripheral items from our Accessory Store. These prices fluctuate depending on system configuration as well as peripheral OEM pricing. Would it be permissible to provide a web address to view all of our items rather than a hard copy catalog?

Answer: Yes, a web address can be provided, but it must be clearly stated on the web site or in the response what the City's pricing is for the particular products. (i.e. if your proposal is to give the City a percent discount on your published catalog price, then either 1 - the pricing we see on the web site should already reflect that percent discount, or 2 - the response should indicate that the City's pricing will be a percent discount off the price shown on the web site).

Question: What is the total number of PC's in place at the City of Chattanooga now?

Answer: Around 1,200 including desktops and laptops

Question: What is the dollar amount of Volume Purchasing last year?

Answer: Approximately \$534,000.00

Question: Number of machines purchased last year?

Answer: Desktops - 150, Laptops - 36, Servers - 20

Question: What dollar amount may be in this year's budget?

Answer: Don't have a figure for this question

Question: What brand name of PC's and Laptops do you have currently? Are they mainly one brand or many or white boxes?

Answer: Mostly Dell with a few older "white boxes".

Question: What brand of servers and number of servers purchased last year?

Answer: Dell - purchased 20

Question: What Company was awarded the RFP last year?

Answer: Dell

Question: Who currently does your installation and service work?

Answer: Installation of new computers is purchased with the machine and performed by our current vendor (Dell). Service work for manufacturer warranty problems is performed by the manufacturer (Dell). Service work for post-manufacturer warranty problems is performed by a vendor currently under contract with the City for that purpose.

Question: Are printers considered part of this RFP? Software and Licensing?

Answer: Yes to printers. As to Software and licensing, we order all of our PCs with Microsoft Office Professional. The vendor must be willing to preinstall Office before shipment. For other software, we would be interested in the software you offer and the pricing level that you can offer to the City, but it is not an integral part of this RFP. We would evaluate the pricing level you can offer against the pricing level we can obtain from other sources.

Question: Please clarify the City's definition of "peripherals." For example, does the City desire pricing for printers, scanners, cameras, etc. or just pricing for options for the PCs, servers and laptops (i.e., memory upgrades, CD-ROM drives, carry cases, etc.)

Answer: Peripherals are defined as printers, scanners, cameras, digital projectors, etc.

Question: Can the City provide a historical overview of previously purchased brands, by category?

Answer: We have purchased a limited number of Compaq servers in the past, but all purchases of PC desktops, laptops, and servers in recent history have been Dell.

Question: Can the City provide estimates of previous dollar volumes purchased by category?

Answer: For 2003, Desktops - \$218,000.00, Laptops - \$79,000.00, Workstations - \$2,500.00, Servers - \$197,500.00, Peripherals - \$37,000.00

Question: Can the City provide an estimated date of award? Will results be published on the City's website or will all vendors be sent a Notice of Award?

Answer: March 2004. Vendors will be sent a notice of award.

Question: Does the City allow vendors to use subcontractors for services not provided directly by the vendor (i.e. installation or warranty)? If so, would the vendor be required to provide a list of subcontractors with the bid or at time of award?

Answer: That is up to you. We would view anyone doing work on behalf of your company in execution of this contract to be employees of your company and therefore would reflect on the integrity of your company. We would expect that any work they performed at the City related to fulfillment of the terms of this contract be managed and coordinated by your company. It might be a good idea to include a list of possible subcontractors with your response. We do not require a list of subcontractors with the bid, but will reserve the right to request a change of subcontractor in the event we experience problems with the chosen subcontractor or you choose a subcontractor that we view as unacceptable.

Question: Does the City accept cash discount terms (i.e. 2%/20 days) and if so, would this be a factor in award?

Answer: Yes

Question: Does the City have a desired delivery term (i.e., 30 days)? If the vendor can exceed the City's delivery term, would this be a factor in award?

Answer: We have not specified a specific delivery term. We are currently receiving delivery times of 7 to 21 days. Delivery terms will be a part of the overall evaluation of the responses. If you feel that your delivery terms warrant special consideration, be sure and make special notation of that fact in your response.

Question: Since the City is not requesting pricing for specific configurations or manufacturers how will a fair evaluation of the pricing of proposals be conducted?

Answer: From each response, we should be able to configure similar machines and know what our price for that configuration will be and what discounts are being offered in the RFP.

Question: Page 4; Purpose of RFP states "The pricing model being requested by the City is a percentage discount off of the Vendor's published price of all products offered by said Vendor." If the vendor's pricing structure changes due to market conditions, would the vendor be allowed to change the offered percentage discount? Additionally, can the vendor offer discounts off list for multiple manufacturers from a catalog?

Answer: The percent will not change for the term of the contract. Yes a vendor can offer discounts from multiple manufacturers.

Question: Page 5, Exceptions to RFP Specifications states "Vendors are not precluded from submitting proposals that differ from the described specifications. Any exceptions to specifications...will be considered..." Page 9, para. 11 states "Vendor agrees to "ALL" specifications...or their proposal will be rejected." Please clarify whether exceptions to specifications will be accepted or rejected.

Answer: Sorry about that conflict. You can strike Item 11 on Page 9 that states, "Vendor agrees to "ALL" specifications, conditions or requirements stated throughout this bid or their proposal will be rejected.

Question: Page 6, Vendor's Proposals, states "The Vendor proposal must follow the format provided in Section IV of this document." Does the City desire a paragraph-by-paragraph response to this section or would a general proposal covering all items within these paragraphs suffice? Additionally, may a vendor submit multiple proposals?

Answer: A general proposal covering all items within the RFP will suffice. Yes, a vendor can submit multiple proposals.

Question: Page 10, para. 18 states "Vendor must be ISO 9001 or 9002 certified." If vendor is providing products from manufacturers, which are either certified ISO 9001 or 9002, will this suffice?

Answer: Yes.

Question: Page 11, para. 39 states "Vendor must agree to make available to City of Chattanooga employees...the same contract pricing." Does this include educational institutions as well? If so, can the vendor provide separate educational discounts in their response?

Answer: No, it does not include educational institutions.

Question: Page 11, para. 45 states "All items purchased must include at least a standard three (3) year on-site warranty." For those products offered which do not include as standard a three (3) year on-site warranty (i.e. peripherals), will the vendor be required to provide this or the standard manufacturer's warranty? If the standard manufacturer's warranty would be accepted for these peripheral items (i.e., express exchange service), would the requirement on Page 10, para. 35 for the vendor to bear responsibility for pickup and delivery preclude the customer from boxing the defective item for Federal Express or UPS pickup?

Answer: We expect the desktops, laptops, and servers to include a standard three (3) year on-site warranty. You should state the warranty options that you offer. If it is manufacturer's warranty only and that warranty does not extend past 1 year then state so. If you as a vendor can offer an extension to the manufacturer's warranty, it should be stated with the cost. That would be considered in the overall evaluation of your response. We do understand all peripherals may not carry the same warranty as the desktop PCs, laptops, and servers. If the standard manufacturer's warranty for a peripheral was accepted, the City has no objection to the customer boxing the defective item for pickup, provided the replacement hardware has been delivered to the customer prior to shipping the defective hardware back to the manufacturer.

Question: Page 11, #38 - This paragraph states that "Vendor must have correct Shipping address and contract clearly shown on all components shipped". Are we correct in assuming that "components" refers to packages/boxes shipped?

Answer: Yes.

Question: Page 11, #46 - Will the City accept a URL to the Vendor's current Published catalog list in lieu of hard copies?

Answer: Yes, a web address can be provided, but it must be clearly stated on the web site or in the response what the City's pricing is for the particular products. (i.e. if your proposal is to give the City a percent discount on your published catalog price, then either 1 - the pricing we see on the web site should already reflect that percent discount, or 2 - the response should indicate that the City's pricing will be a percent discount off the price shown on the web site).

Question: In the RFP it states that a vendor must be ISO 9001 or ISO 9002. If a vendor does not meet these qualification will their RFP be rejected?

Answer: The ISO 9001 and ISO 9002 are a set of standards developed by the ISO (International Organization for Standards). They are concerned with "quality management," assuring customers that companies having these certifications have met a strict set of specific standards in areas such as manufacturing processes, quality assurance processes, customer service and satisfaction standards, etc. I can't say a vendor's response would be "rejected" on the absence of these certifications alone, but it would be part of the overall evaluation of that vendor. Although a vendor's response would not technically be "rejected", the probability that the vendor would be awarded the contract would be extremely low.

(SIGNED)_____

COMPANY:_____

PLEASE SIGN ONE (1) COPY OF ADDENDUM AND RETURN TO THE PURCHASING DEPARTMENT. RETAIN THE OTHER COPY FOR YOUR FILES.